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**DATE:** October 26, 2006  
**FILE NO.:** WEAT/0042  
**TO:** MAIL STOP AMENDMENT, Commissioner for Patents  
**FAX NO.:** (571) 273-8300  
**COMPANY:** USPTO  
**FROM:** William B. Patterson  
**PAGE(S) with cover:** 16  
**ORIGINAL TO FOLLOW?**  YES  NO

### RESPONSE TO OFFICE ACTION DATED AUGUST 1, 2006

**TITLE:** METHODS AND APPARATUS FOR INTERACTIVE  
COMMUNICATION WITH SERVICE AND SUPPORT PERSONS  
**U.S. SERIAL NO.:** 09/668,785  
**FILING DATE:** September 22, 2000  
**INVENTOR:** James Longbottom et al.  
**EXAMINER:** Vanel Frenel  
**GROUP ART UNIT:** 3626  
**CONFIRMATION NO.:** 2355

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OCT 26 2006

PATENT  
Atty. Dkt. No. WEAT/0042

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:  
James Longbottom et al.

Serial No.: 09/668,785

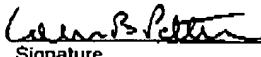
Confirmation No.: 2355

Filed: September 22, 2000

For: METHODS AND APPARATUS  
FOR INTERACTIVE  
COMMUNICATION WITH  
SERVICE AND SUPPORT  
PERSONSMAIL STOP AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

§  
§  
§ Group Art Unit: 3626  
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§  
§§ Examiner: Vanel Frenel  
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§ Customer No. 36735  
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## RESPONSE TO OFFICE ACTION DATED AUGUST 1, 2006

In response to the Office Action dated August 1, 2006, having a shortened statutory period for response set to expire on November 1, 2006, please enter this response and reconsider the claims pending in the application for reasons discussed below. Although Applicant believes that no additional fees are due in connection with this response, the Commissioner is hereby authorized to charge counsel's Deposit Account No. 20-0782/WEAT/0042/WBP, for any fees, including extension of time fees or excess claim fees, required to make this response timely and acceptable to the Office.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper. **Remarks/Arguments** begin on page 11 of this paper.